**Section 1910.100 Complaints Against Providers**

Should any person have reason to believe that the Board's approval of a provider should be rescinded, the person may submit the concern to the Board in writing, together with any available documentation. Complaints will be reviewed in accordance with the procedures set forth in this Section.

a) The Board will refer the complaint to a committee it empowers for that purpose, and the committee will make a determination of whether the complaint alleges cause to rescind approval under Section 1910.90. The Board will notify the provider in question of receipt of a complaint and it nature, and if the complaint does allege cause to rescind, will request a written response from the provider within 30 days after receipt of the notice.

b) The committee shall review all information presented and determine whether the provider shall remain approved or whether approval shall be rescinded. The committee shall provide written notification of the decision, including the rationale, to the provider and the complainant within 30 days after the committee's receipt of the provider's response or, if there is no response, within 30 days after the committee's notification to the provider.

c) If the committee rescinds approval, it shall instruct the provider as to circumstances under which the provider may be reinstated.

d) For 35 days after the committee notifies the provider, the provider may appeal to the Board the decision of the committee to rescind approval. On appeal, the pertinent documentation shall be provided to the full Board for review at the next regularly scheduled meeting of the Board held more than 30 days after the receipt of the appeal. The provider shall have the opportunity to appear before the Board with respect to the appeal or, if unable to attend the meeting at which the matter is to be considered, to submit a statement to the Board. The provider shall be notified in writing of the decision of the Board within 30 days after Board consideration is complete.

e) The decision of the Board shall be final.